



# St Helier Dental Surgery

245 St. Helier Avenue, Morden SM4 6JH  
E mail: [smile@sthelierdental.co.uk](mailto:smile@sthelierdental.co.uk)  
Tel: 02086482600, 07484522764  
[www.sthelierdental.co.uk](http://www.sthelierdental.co.uk)

## Practice information leaflet

Thank you for choosing the St Helier Dental Surgery as your dental practice. If you are a new patient to our practice, we would like to take this opportunity of welcoming you to the practice. This leaflet tells you about our surgery and the services that we provide. Should you have any further questions, please ask us and we will be pleased to assist you.

### Our Facilities

We are a well-established three surgery family practice which has been fully computerised recently. Our ground floor facilities are suitable for disabled patients including those in wheelchairs. All the three rooms have been recently refurbished to a high standard with installation of digital X Rays and other advanced equipment.

### Our Ethos

We are proud to provide high quality advanced ethical service including a full range of General, and Advanced Aesthetic and Restorative Dental treatment. We understand the needs of our patients, and ensure your treatment is done in complete confidence by highly skilled dentists, and that you are involved in decisions about your care.

### Treatment Available

We provide a full range of General, and Advanced Aesthetic and Restorative Dental treatment. (except orthodontics and sedation) to both NHS and Independent patients. Our Advanced Aesthetic treatment includes teeth straightening and smile makeover using the 'Six Month Smile or 'Quick Straight Teeth', and high quality implants. We also provide advanced restorative treatment to save your teeth where possible.

### Our team

#### Principal Dentist

**Dr Megha Deval** BDS, Pg Diploma in Restorative Dentistry, Eastman Dental Institute, University College of London. GDC Number: 160386

#### Associate Dentists

**Dr Jane Moon** BDS GDC Number: 23899

**Dr Fatima Ali** BDS GDC Number 177788

**Dr Fred Mukwenda** BDS Pg Dip Restorative Dentistry GDC number 172860

**Mrs Rashmi Adikaram** BDS GDC number 211712

**Hygienist: Ms Claudia Melis /Mrs May Myat San**



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## Your Dentist

You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. It is our policy for each patient to see one dentist on a continuing basis. However, we work as a team and on occasions, you may be required to see one of the other dentists, if your dentist is not available.

Our dentists are supported by our committed team of dental nurses and administrative staff who strive to make the journey of our patients smooth and relaxing.

## Opening hours

We are open during the following times:

Monday	9AM	6PM
Tuesday	9AM	6PM
Wednesday	9AM	7PM
Thursday	9AM	6PM
Friday	9AM	6PM
Saturday	9AM	1PM
Sunday	Closed	Closed

## Booking Appointments:

We strive to see our patients within 2 weeks of the initial contact. Most of our patients are offered an appointment within 5 working days. You can call us on 02086482600, 07484522764 or use website and we will be pleased to offer you the earliest available appointment of your choice.

If you have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

## Missed Appointments

Missing appointments wastes time and resources which are needed for other patients. At our practice, we endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments. If an appointment is broken or cancelled without 24 hours' notice, we may be unable to provide you with NHS care in the future. We will of course take any special circumstances into account. Our missed appointments policy is displayed on the notice boards in the waiting areas.



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### Emergency Appointments

We endeavour to see any patient who may have a dental emergency during our normal opening hours. Should you have a dental emergency outside the normal practice hours please telephone the practice and the answer phone message will give you further information. The London(South) Local Area Team is responsible for providing out-of-hours emergency cover.

### Complaints procedure

We recognise that regular feedback helps us improve our services and immensely value your feedback. You can provide us with your feedback at each visit by completing the NHS Friends and Family test. **We will be grateful if you can also provide feedback in the form of a review on Google or NHS Choices website.** We strive to maintain a high standard of care and provide our patients with a pleasurable experience but do realise that on some occasions, this might fall short of your expectations. If you are dissatisfied about any aspect of the care or service you have received at the practice please contact Dr Megha Deval in writing (You can also e mail the surgery at [smile@stheierdental.co.uk](mailto:smile@stheierdental.co.uk)) and we will be pleased to offer an appointment to learn from your feedback and work towards resolving your concerns. A copy of our complaints policy can be sought from our reception staff.

### Violent or Abusive behaviour

Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities

### Patient confidentiality

We take patient confidentiality extremely seriously at St Helier Dental Surgery and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact please ask at reception.



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### Methods of payment

We provide a range of ways to pay for your dental care and accept payment in cash, or by any major credit/debit card. All payments towards your treatment have to be made at the start of the treatment. However, we can agree, in some cases, to accept payment in stages at every appointment or in full at the end of the treatment. Where dental implants, crowns, veneers, bridges or dentures are to be provided, we may ask for a deposit in advance

**NHS patients** have to pay a proportion of their treatment fee according to the charge band appropriate to the complexity of the treatment required. Some NHS patients are entitled to either full or partial exemption from charges. If you think you may qualify, please ask.

**Independent patients** can either pay in full or avail of the practice finance plan at 0% interest for private treatments with the cost of treatment spread out over 6 months or longer, please ask the reception for details if you wish to avail of this. Finance is subject to availability and satisfactory credit checks.

All Hygienist appointments require a deposit of 20£ at the time of booking.

### *Repairs and replacements*

Our dental treatment is provided to a very high standard but occasionally treatment may need to be replaced or repairs may need to be undertaken. Our practice policy is normally to provide repairs or replacements free of charge if the treatment fails within one year. Full or partial refunds may also be given. Please contact us immediately if you experience difficulty with any treatment that we have provided.

### Help us to help you

The basis of good oral health is preventing dental disease by, for example, appropriate oral hygiene measures, reducing the frequency of consumption of sugary foods and regular visits to your dentist. The practice has a policy to offer regular review appointments at 6-12 monthly intervals or earlier based on recommendation by your dentist. These review appointments are sent by post/text/e mail. If you change address or telephone number/e mail, please let us know as soon as possible. This helps keep our records up to date and our recall system more efficient. From time to time, we may contact you via e mail or texts to inform you about special events or offers, please inform the reception if you do not wish to be contacted by any particular means.



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## Our contact details

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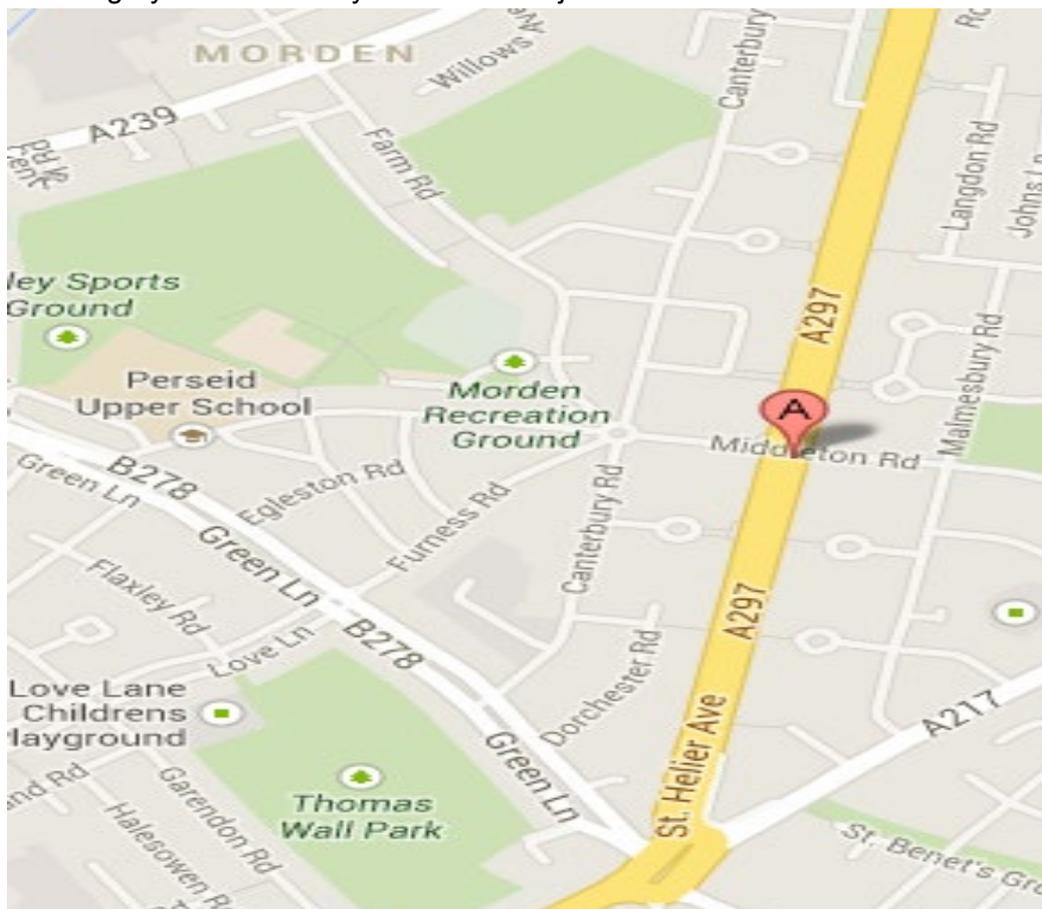
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## How to reach us:

The surgery is conveniently located at the junction of St Helier Avenue and Middleton Road





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**Parking:** Plenty of free parking is available in front of the surgery on St Helier Avenue as well as to the side of the surgery on Middleton Road.

**Public Transport:** There are bus stops less than 5 minutes walk from the surgery with Bus Number 80 and 164 providing easy transport links from Morden tube station and Sutton Town centre.

Please visit our website [www.sthelierendental.co.uk](http://www.sthelierendental.co.uk) for updates about our most recent offers, events and further information about the advanced treatment available.